



Vocational Rehabilitation Services (VRS)

Employment Service Revisions

Spring 2015

WELCOME

- **Introduction of Trainers**

- Kylee Hope
- Theresa Koleszar

- **Who is in the room?**

- Employment Consultants
- Management staff – providers
- VR Counselors
- VR Case Coordinators
- Management staff- BRS/VR



- **Quiz:**

- Why are revisions being made to VR employment services?
- What should be accomplished with these revisions?



WHAT SHOULD BE ACCOMPLISHED WITH RATE REFORM?

- System should be responsive to all, including individuals with high support needs as well as consumers with minimal support needs.
- A refocus on discovery, especially for individuals with minimal/no prior work experience.
- Individuals with MSD have access to adequate Supported employment services which includes ongoing support services.
- Individuals should reach stabilization, or their highest level of independence, prior to VR case closure.
- Retain a system that focuses on outcomes, but also recognizes quality and individualization and allows for flexibility.
- Retain a system that is not difficult to administer.
- Aim to improve the consumer experience.

RATE REFORM

3

TRAINING AGENDA

- 1. Welcome/Introductions**
- 2. Overview of employment service revisions**
 1. Process and Key Changes
 2. Services
 - Focus on Discovery Activities
 - Job Readiness Training
 - Revisit Supported Employment Services
- 3. Case Examples**
- 4. Activity**
- 5. Rates and Logistics**
- 6. Documentation/Review of forms**
 1. Discovery Profile
 2. Employment Support and Retention Plan
 3. Job Readiness Training Plan
- 7. Resources**
- 8. Q&A**





STEPS IN THE EMPLOYMENT SERVICES PROCESS

From Start to Finish, how do we assist individuals in achieving their employment outcomes? What are the steps we go through?

There are 4 basic steps in the process:

1. Identify the vocational goal through Discovery activities
 - by exploring interests, strengths, barriers, priorities, preferences, and informed choice
2. Obtain the job
 - through job development and placement activities
3. Provide needed supports
 - for the individual to increase their independence and become stabilized on the job
4. Maintain the job

5

Before we jump into the employment service revisions, let's take a few minutes and talk about the basic process for how we all assist our consumers in achieving employment outcomes. Think about how you assist people, from start to finish, in reaching their vocational outcomes? What are the core steps you go through for each person? Don't think about RBF as the steps in the process – RBF is just a payment process for carrying out the steps. Think about the steps – if someone walked in the door and said they needed help finding a job, how would you start to help them, what would come second, third, so on? What are the steps you used in finding your own job?

We identified 4 basic steps that are involved in the process of obtaining employment:

First, we need to figure out what kind of vocational outcome we are seeking – we do this by looking at what the person is interested in, what are their strengths, etc.

Next – once we know what outcome we are seeking, we then go and start to find the job.

Then, we hopefully get the job and begin ensuring that the needed support for job success are in place – we ALL need some training or support to learn to perform our job duties.

And finally, we want to maintain that success-maintain that outcome. If we do a good job with the first 3 steps – identifying an appropriate job goal, obtaining a job that is a good match with our goal, and getting quality training and support once we land the job, then retention of the job should naturally follow.



STEPS IN THE EMPLOYMENT SERVICE PROCESS

1. Individualized Discovery

- One or more Discovery activities is completed to identify the employment goal and the nature and scope of services needed to achieve the goal.

2. Job Development and Placement

- Job development begins after the employment goal and nature and scope of services are identified, any applicable preparation or training is completed, and the individual is ready to begin job development.

3. Individualized support to achieve stabilization

- Individualized support is provided to assist the individual in achieving stabilization on the job, including supported employment services.

4. Retention

- A successful employment outcome is achieved when an individual retains employment for a minimum of 90 days after stabilization.

These steps have **NOT** changed with the VR employment service revisions. So, let's take a look at what has changed...

RATE REFORM

6

So, let's start digging in a little deeper to the 4 steps and talk a little more about what happens at each step in the process, or more specifically what is expected to happen at each step with the revisions coming July 1. We also want to get on the same page with some common terminology.

Starting with step 1 – Individualized Discovery. During this step, a variety of activities are occurring in order to learn all the info we need to learn about the consumer in order to identify an appropriate job goal, as well as the services that will be needed to achieve the goal. We'll get into more detail about what those specific discovery activities are on the next couple of slides.

Step 2 is job development and placement

Step 3 is ensuring each individual receives the necessary, individualized supports they need, with the goal of achieving stabilization on the job.

And then step 4 is retention. One change here is that retention will be considered achieved when the individual maintains the job for a minimum of **90** days after stabilization for ALL consumers. This is a small change from the RBF process which only required a minimum of 60 days of retention after stabilization. As of July 1, the requirement is 90 days for all.



STEPS IN THE EMPLOYMENT SERVICES PROCESS

Previous model	Steps in Process	Revised model
PES (RBF Milestone 1)	Discovery	Activities selected from menu of Discovery activities (hourly)
Placement + 5 days (RBF Milestone 2)	Job Development and Placement	Placement + 1 week (Milestone 1)
4 weeks placement (RBF Milestone 3)	Support to achieve Stabilization	Support and Short-Term Retention (Milestone 2 + additional supports) (4 weeks)
Closure (RBF Milestone 4)	Retention	Retention (Milestone 3)

RATE REFORM

7

We'll get into more detail about the rates and payment structure later on this afternoon, but let's take a look at how these 4 steps are applied in the RBF model, and how they will be applied in the revised model which will be implemented July 1, 2015.

Currently, Discovery should be occurring under RBF M1, which results in completion of the Plan for Employment and Supports, or the PES. With the employment service revisions, Discovery activities occur through the completion of a variety of discovery activities, individualized to each consumer's need. Discovery will no longer be funded through a milestone payment in the new system. By customizing the discovery process for each consumer, the system better allows for individuals to receive needed discovery whether their need is minimal or intensive. This is one major change in the new system.

The job development and placement step is funded in a similar way under the RBF system and the new system – through a milestone payment. The small difference here is that job development and placement is now Milestone 1 under the new model, and is reimbursed upon completion of 1 calendar week on the job.

For the support step in the process, a milestone payment funds this step under both the old and new systems as well. This is milestone 2 in the new model. However, with the revised model, additional supports are available for consumers who need supports beyond what is offered under the milestone payment. We'll get into more detail later, but please take away for now that additional funding and support is available at this

stage of the process for those consumers who need those additional supports. This includes supported employment services for individuals who need more intensive supports to increase their independence on the job. The support step is another area where you will see key changes occurring in the new system.

And finally, the retention step is funded through a milestone payment. This is now Milestone 3 in the new model

You'll see here that the most significant changes occur at step 1, Discovery and step 3, support. You also see that there are just 3 milestone payments in the new system. Why? Because Discovery is no longer funded through a milestone payment. The milestones in the new model begin with job development and placement.



REVIEW OF STEPS – KEY CHANGES

Under the RBF system, milestones were designed to be all inclusive and were intended to cover all steps in the process including:

1. Discovery
2. Job Development and Placement
3. Supports to achieve Stabilization, inclusive of SE services
4. Achievement of Retention

Summary of key changes:

- Increased focus and re-emphasis on steps that sometimes got lost in the RBF process, specifically Discovery and Supports needed to achieve true stabilization
- Increased flexibility to allow for more individualization based on consumer needs
- Elimination of 2 separate tiered milestone payments (no more tier 1 and tier 2)
- Rates and expectations – more discussion on this later

8

Under RBF, milestones were designed to be all inclusive and cover whatever was needed to achieve the milestone. Yet, the core process of discovery, job development and placement, support to achieve stabilization, and retention still took place. The implementation of RBF brought some positive changes to Indiana VR employment services, such as adding outcome expectations. However, there were also unintended consequences. For instance, some of the core steps sometimes got lost in the process, or were rushed through. This was problematic because needs of consumers were not always fully met, especially consumers with the more intensive discovery needs, and/or more intensive support needs.



STEP 1: DISCOVERY

- Discovery activities provide an opportunity to explore each individual's skills, interests, personality traits, ideal conditions of employment, and vocational themes.
- Discovery activities are key in identifying: appropriate employment goals, the nature and scope of services needed to reach the goal, and preparation for achievement of the goal.
- The Discovery process may include one or more of the following services:
 - VR Counseling and Guidance
 - Job Shadowing
 - Work Experience
 - Vocational Testing
 - Situational Assessments
 - Other activities to assess unique strengths, interests, and abilities
- Discovery activities are funded individually through an hourly rate - they are NOT funded through a milestone payment.



9

Now for the next several slides, we will take an even closer look at those 4 core steps in the employment services process and get into more detail on how the steps are carried out under the new employment service model, which again is rolling out July 1. We'll also talk about what should occur at each step and what types of specific activities may be carried out.

Why do we do Discovery? What is the purpose or the intended outcome of Discovery? To identify an appropriate employment goal that is in line with interests, skills, abilities, preferences, local labor market, etc.

The list of discovery activities in the slide is not a complete list – these are common discovery activities that may occur, though remember that the discovery process should be a very individualized process and the type of specific activities necessary will vary by consumer. Also remember that while we believe every consumer requires some discovery, for some individuals the discovery process will be minimal and for others (i.e. maybe just the initial intake meeting and IPE meeting with the VRC), it will be much more intensive (i.e. involving a provider in carrying out some specific activities such as job shadows, informational interviews, and many other activities).

Remember that the discovery step will no longer be paid through a milestone as of July 1. The services you see listed here are funded per service at an hourly rate, and each individual obtains the specific discovery activities he or she needs to go through the

discovery step in the process.



DISCOVERY ACTIVITIES

WHEN WOULD YOU USE...?

JOB SHADOW

WORK EXPERIENCE

SITUATIONAL ASSESSMENT

10

Let's focus on these 3 discovery activities – job shadow, situational assessment, and work experience. We've pulled some info from the employment services manual that we'd like to review with you, and hopefully clarify when you might use each of these discovery activities or services, and what kind of information you can gain from each of these 3 activities. These are three specific discovery activities for which providers are most likely to see referrals.



DISCOVERY ACTIVITIES

JOB SHADOW

- Provides consumer an opportunity to observe a specific job or work setting to see if job/setting is a good match
- Can broaden a consumer's knowledge of available jobs in the community
- May be pre-arranged with an employer or conducted anonymously
- May assist with identifying vocational interests
- May take as little as 1 hour, or up to 1 day



DISCOVERY ACTIVITIES

SITUATIONAL ASSESSMENT

- An individual is observed performing one or more tasks in an appropriate setting
- Provider can control and vary the task(s) so the consumer can be observed and assessed under a variety of conditions or situations
- Provides information about a consumer's aptitudes, abilities, behaviors, and preferences, as well as support needs
- May assist with determining whether a specific job/setting is a good match
- May take approximately 2 hours, or up to 1 or more days

12

Situational Assessment may be a new term for most of you. This may look somewhat similar to what we currently called community based evaluation (or CBE), though the definition and expectations for situational assessments are a little different. This service is replacing the current CBE service.



DISCOVERY ACTIVITIES

WORK EXPERIENCE

- Allow consumers to explore jobs through firsthand work-based learning opportunities in integrated settings
- Assists with identifying interests, career goals, abilities, skills, ideal work conditions, support needs, and training strategies
- While the primary purpose is assessment, work experiences could result in a job offer
- Provides a longer-term onsite experience
- May last 1 week, or up to 12 weeks

13

I think we are all familiar with work experience, but let's take a look at what we can learn about a consumer when using work experience as part of the discovery process.



DISCOVERY ACTIVITIES

- Discovery activities should include an interview with the individual and others, as appropriate, to gain insight into education and employment history, identification of transferable skills, and other background information. A review of the local labor market should also be conducted.
- Information learned through Discovery is documented on the Discovery Profile which will capture all information gained in regard to consumers' skills, interests, personality traits, ideal conditions of employment, vocational themes, and other applicable information.
- The goal of each Discovery activity is a recommendation of appropriate jobs or vocational themes, or to gain insight into the identification of appropriate jobs or vocational themes.
- Additional Discovery activities including informational interviews and dealing with disclosure may be funded at an hourly rate.

14

Regardless of which discovery activity or series of activities is provided, there is an expectation that interviews with the consumer, family and others takes place to gain insight about the individual and his/her background. Review of work history, education background, identification of transferable skills, review of the local labor market and other info as needed should be gained as part of whatever discovery activity/ies you are performing.

Later, we'll look at a new document called the 'Discovery Profile.' The Discovery Profile is a form that will be used to document all that was learned throughout the discovery process and document the recommended vocational goal.



JOB READINESS TRAINING

- Many consumers will move right into job development after discovery. Some consumers may need job readiness training.
- Job readiness training is provided *one-on-one* to prepare individuals for the world of work and focuses on basic skills including:
 - appropriate work behaviors
 - getting to work on time
 - appropriate dress and grooming
 - increasing productivity
 - soft skills development
 - social skills development
- The goal of job readiness training is to assist individuals in addressing a specific barrier(s) that is preventing them from pursuing successful job placement or retaining a job.
- A Job Readiness Training Plan outlines goals and outcomes of training.

15

Before moving from Discovery to Job development, we always want to stop and assess whether the consumer is ready to move forward with job development. For many consumers, the answer will be 'yes' they are ready to start job development. For other consumers, we may have identified that training is necessary to achieve the identified job goal, and therefore training may be completed before job development begins. For others, we may have identified a specific behavioral issue or barrier that we believe needs to be addressed prior to job development. A service called job readiness training may be needed for some consumers to address a specific behavioral barrier in line with the bullets in the slide.

The best way to address one of these specific behavioral issues or barriers is by identifying an appropriate goal and job setting where the barrier is reduced – just like we do with addressing all disability-related barriers. For instance if we have a consumer who uses a wheelchair, we are going to be sure to match that consumer with a job that is sedentary and in a work setting that is accessible. Finding an ideal job match is preferable, and better for the consumer, v. trying to 'fix' a consumer's barrier through job readiness training.

Let's talk about 2 brief examples to explain when job readiness training may be necessary and when it is not:

Oscar had a substantial issue with hygiene- he did not bathe regularly or wear

deodorant and is often described as 'stinky.' For all we know, this is a long-standing issue for Oscar that may or may not have a chance of being 'fixed' or remedied. Oscar's skills set and interests were in line with a job opening at the fish docks and Oscar landed the job. His hygiene barrier was not really a barrier in that particular setting. Therefore, this issue was addressed through matching Oscar with an appropriate job/setting and job readiness training was not needed for Oscar to be successful in achieving his employment goal.

Vicky is very personable – in fact some might say too personable. Vicky does not have a good understanding of appropriate personal space and has been observed to give everyone (everyone – even people she is meeting for the first time) a big bear hug. Vicky is also extremely talkative and constantly interrupts others. If we believe Vicky can improve these behaviors, then job readiness training is likely appropriate and necessary before starting the job development process. It is unlikely that there is a job setting where the big, tackling bear hugs and constant interrupting would be acceptable. Furthermore, Vicky may not be successful going on job interviews if these behaviors are not modified (imagine giving the interviewer a giant bear hug and constantly interrupting them during the interview).

It is important to note here that the types of specific behavioral issues or barriers that are allowable to be addressed through job readiness training are limited to the list in the slide. It is also important to note an emphasis on the word 'training' in job readiness training. If Vicky just needed prompting to correct her behaviors, then job readiness training would not be necessary. Job Readiness training must include specific training strategies and techniques to improve upon the behavior identified and there must be a reasonable expectation that improvement can be achieved. Also, activities such as resume development and development of interview skills would not be provided under job readiness training. Those activities are typically supported through milestone 1, job development and placement which we'll talk about next.

STEP 2: JOB DEVELOPMENT AND PLACEMENT

- Job development may occur after:
 - the employment goal is identified,
 - the nature and scope of services are identified,
 - any applicable preparation or training is completed, and
 - the individual is ready to begin job development.
- Milestone 1, Job Development and Placement (1 calendar week on the job) supports job development and placement activities.
- If a job is not obtained in a reasonable amount of time (what is 'reasonable' will vary by consumer), the team should consider whether job readiness training, additional discovery, review of employment goal and/or review of strategies is warranted.



Milestone 1 is considered complete when the consumer has been on the job for 1 calendar week from the job start date, assuming the Notice of Job Offer is provided to VR and approved by VR prior to the job start date. It is important for the VRC to approve the job to make sure it is in line with the desired outcome (type of job, wages, hours, benefits, etc.). If the NOJO is not submitted to VR and approved prior to the job start date, the milestone will be reimbursed 1 calendar week from NOJO approval.



STEP 3: INDIVIDUALIZED SUPPORT TO ACHIEVE STABILIZATION

- Milestone 2, Support and Short-term Retention (4 calendar weeks on the job) is for supports during the first four weeks on the job.
- Additional supports outside of Milestone 2 may be funded separately at the appropriate rate, if determined to be needed.
- Additional supports that some individuals may need to ensure achievement of stabilization and successful job retention, may include:
 - Assistive Technology
 - Job accommodations and/or modifications
 - Support in working through behaviors, issues with interpersonal skills, etc.
 - Additional benefits counseling
 - A variety of other on-site or off-site supports
- The Employment Support and Retention Plan will outline specific support needs and will be the 'guide' for determining the amount and duration of supports needed.



17

Now that the person is on the job we are moving to step 3 – supporting the individual on the job, with the goal of achieving stabilization.

First let's review how this step is carried out for consumers who do NOT need Supported Employment services, but may need other kinds of supports to be successful on the job (i.e. job modifications, Assistive technology, short-term on the job supports). The new Milestone 2 payment point funds on-site and off-site supports the consumers needs during the first 4 calendar weeks on the job. When additional supports are needed, those supports may be funded outside of and in addition to the milestone 2 payment. We'll get into much more detail about how this will work in later slides.

The Employment Support and Retention Plan is a document that will outline the specific support needs and will be a guide to determining the amount and duration of supports needed.



STEP 3 CONTINUED: INDIVIDUALIZED SUPPORT TO ACHIEVE STABILIZATION – SUPPORTED EMPLOYMENT

- Milestone 2, Support and Short-term Retention (4 calendar weeks on the job) is for supports during the first four weeks on the job.
- Supported Employment Services (SE), including ongoing support services necessary to support and maintain an individual with a most significant disability (MSD) in supported employment may be funded in addition to the milestone payments. This additional funding would typically begin after 4 calendar weeks on the job (after Milestone 2).
- SE services may be provided by VR for up to 24 months. Fading of supports should occur during this period with the goal of achieving stabilization.
- The Employment Support and Retention Plan will outline specific support needs and will be the 'guide' for determining the amount and duration of SE services and other supports needed; the plan will be updated quarterly to demonstrate fading and progress toward stabilization.



18

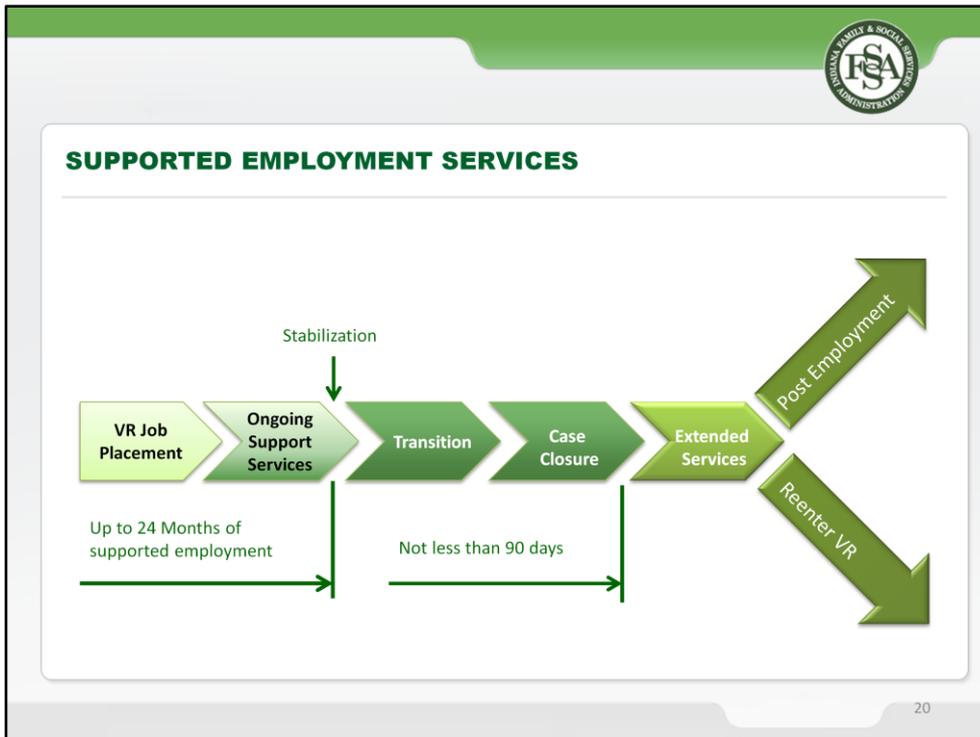
Now let's review how this step is applied to individuals with a most significant disability (MSD) who require Supported Employment Services – SE services including ongoing support services may be provided by VR for up to 24 months. Those services may be funded in addition to the milestone payments. Again, milestone 2, support and short-term retention, will generally fund those supports for the first 4 weeks (milestone 2 works out to be about 35 hours of support). There are always exceptions to this that may point to a need to start the SE Funding sooner than 4 weeks. But generally, additional funding for SE services would become available after completion of 4 calendar weeks on the job.

The 'Employment Support and Retention Plan' will serve as a guide in identifying and justifying the amount and duration of SE services needed. The employment support and retention plan will be updated regularly to demonstrate fading and progress toward stabilization.



SUPPORTED EMPLOYMENT SERVICES – A CLOSER LOOK

- **Supported Employment Services** involve ongoing support services and other appropriate services needed to support and maintain an individual with a Most Significant Disability (MSD) in SE for a period of time generally not to exceed 24 months. Such services, such as job coaching, are for individuals who have SE and long-term supports identified on the IPE.
- SE services are provided from the time of job placement through achievement of stabilization and retention (90 days after stabilization).
- Often, because of the nature and severity of the individual's disability, there is a need for **Extended Services** that are provided by a State agency, private nonprofit organization, employer, natural supports, or any other appropriate resource that are funded outside of VR.



Here is a visual to show the SE process – note that the full version of the graphic can be found on www.vrs.in.gov

After placement, VR may fund SE services including ongoing support services for up to 24 months. At some point during that 24-month window, the individual achieves stabilization. Some people may stabilize quickly while others may take several months or even a year or more. Once stabilization is achieved (which should occur after some level of fading of those supports), then successful closure may occur no earlier than 90 days after stabilization. During this 90-day period, we will continue to go through the transition to extended services process to ensure that if extended services are needed, that those services are identified and we have a plan in place for how those will be provided.

If at some point, someone needs additional VR support, the options to re-enter VR or return through post-employment services remain as they do today.



STABILIZATION

- Stabilization is the highest level of independence a consumer is able to attain after an appropriate period of supports, including SE services (up to 24 months) and jointly agreed to by the consumer and the VR counselor.
- Individuals may achieve stabilization immediately upon starting the job, or it may take many months.
- For individuals receiving SE services, there is an expectation that fading of supports occurs prior to stabilization.
- Fading is not always a linear process, and the amount of support each individual needs may ebb and flow.

21

So as you can see, there are some significant changes to how we carry out step 3 – support and short-term retention – under the new model. These revisions provide more individualization, more flexibility, and a better way to ensure that individuals get the supports they need to truly achieve stabilization. Stabilization should NOT be based on a number of days the person is on the job. Stabilization will come at different times for different consumers, and the determination that stabilization (the highest level of independence a consumer can achieve) should be a very individualized process. In the new model, there is more focus on fading of support and increasing of independence to identify that stabilization has truly been achieved for each individual.

STEP 4: RETENTION

- Milestone 3, Retention is achieved when the individual has sustained stabilization for a minimum of 90 days.
 - Remember that for individuals receiving SE services, it may take many months to achieve stabilization. VR may fund SE services for up to 24 months between the time of placement and achievement of stabilization.
 - For SE individuals, during the 90 day period from achievement of stabilization to achievement of Milestone 3 (Retention), there should be a focus on transition to extended services (i.e. waiver funding, MRO, natural supports, etc.).
- As always, individuals may re-enter VR services through post-employment services or a new application if a need arises after closure.



Step 4 is job retention. Retention is achieved when the consumer has sustained stabilization for a minimum of 90 days. Milestone 3, Retention may be reimbursed no sooner than 90 days following stabilization.

For SE consumers, remember that for those receiving Supported Employment services, it may take many months to achieve stabilization. VR may fund those Supported Employment services for up to 24 months between the time of placement and the achievement of stabilization. Please note that this is a change from the current process which requires only 60 days of retention after stabilization for Supported Employment cases. The requirement as of July 1, 2015 is 90 days post-stabilization for ALL cases.

For SE consumers who need extended services, during that 90 day period from achievement of stabilization to achievement of retention or Milestone 3, there should be a focus on the transition to extended services which are funded through a source OTHER THAN VR, such as Medicaid waivers, MRO, or natural supports.

And as always, an individual may re-enter VR services through post-employment services or a new application if a need arises after closure has already occurred.



SUMMARY OF KEY REVISIONS

- Elimination of 2 separate RBF 'Tiers.'
- Maintain 3 milestone payments
 - Milestone 1 = **Job Development and Placement (1 week on the job)**
 - Milestone 2 = **Support and Short-term Retention (4 weeks on the job)**
 - Milestone 3 = **Retention (90 days AFTER stabilization)**
- Discovery activities are provided prior to milestone payments, funded per activity, and are no longer paid under a milestone.
- SE services (including ongoing support services) may be provided and funded outside of, and in addition to, milestone payments.
- Expectation for increased VR counseling and guidance and VRC engagement in the employment service process – a team approach vs. 'handoff.'
- Reduced financial incentive to quickly reach 'stabilization' and closure by ensuring adequate supports are available, including up to 24 months of VR-funded SE services to ensure true stabilization.

RATE REFORM

23

Now that we've looked at each step in the process in detail, let's do one more review of the overall key revisions. Again, these revisions are implemented July 1, 2015.

So, there are how many milestones in the new model? 3.

This new milestone structure replaces the current RBF Tier 1 AND RBF Tier 2 payment structures. The new milestone payment structure will be utilized for any individual needing job development, placement, and support, including individuals who require Supported Employment Services as well as those who need other types of support.

Discovery is NOT funded through a milestone – instead, discovery activities are funded per activity, and most are funded at an hourly rate.

Consumers will have access to additional supports, and therefore additional funding, outside of and in addition to the milestone payments, and those additional supports are buildable based on the individual need of each consumer.

It will be very important for VR engagement in the process to ensure a team approach for employment services.

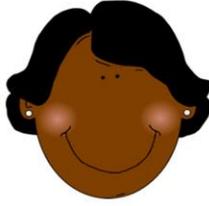
The financial incentive to quickly move through the steps, especially to quickly stabilize, has been removed.

APPLICATION OF REVISIONS TO CASE EXAMPLES

Let's take a look at 4 case examples, reviewing how each individual moves through the process.



JUAN



SERENA



VICKY



FRED

Now that we have a pretty comprehensive overview of the employment service revisions – let's apply the new model to some case examples.

CASE EXAMPLE: MEET JUAN

- Worked at Jiffy Lube for 5 years
- Lives alone in an apartment and has a little family support
- 47 years old with steady work history
- Experience in janitorial, maintenance, and some landscape work and is good with tools and machinery
- Military history
- Generally good health though has less stamina and strength now in his 40s
- History of mental health issues, some indication of PTSD
- Soft spoken and nervous, but also pleasant and able to engage; can be forgetful
- Dreams of owning a home where he can have a big garden
- Good at picking up new info with practice and can follow simple written directions; does not learn new things well from written material only
- No drivers license for the last 3 years



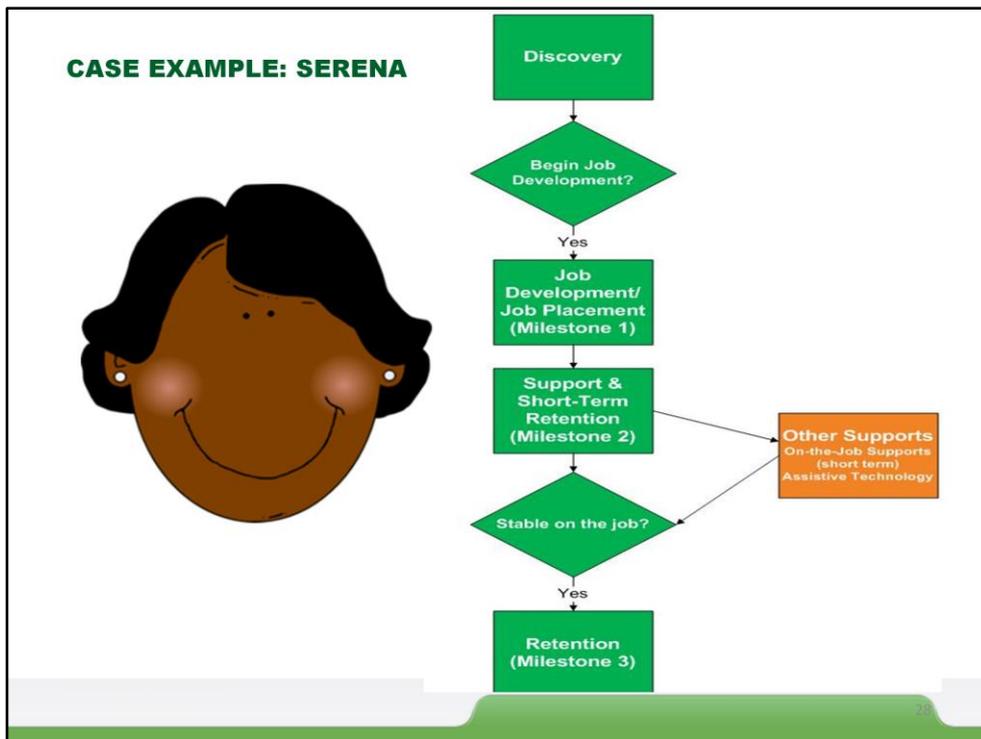
CASE EXAMPLE: JUAN



CASE EXAMPLE: MEET SERENA

- Currently living with mother in small, rural community
- Mother and father are good supports
- Recently graduated from college with BA in General Studies
- Interested in marketing, desktop publishing, or customer service
- Wants to work in an office environment; Interned at radio station
- Types 17 WPM, has basic computer skills
- Good self-determination skills, organized, friendly, good sense of humor
- Good student who easily learns new information; reads on college level
- Has Cerebral Palsy and experiences some limitation with fine motor skills
- Good communication skills though some slurring of speech
- May require job accommodations



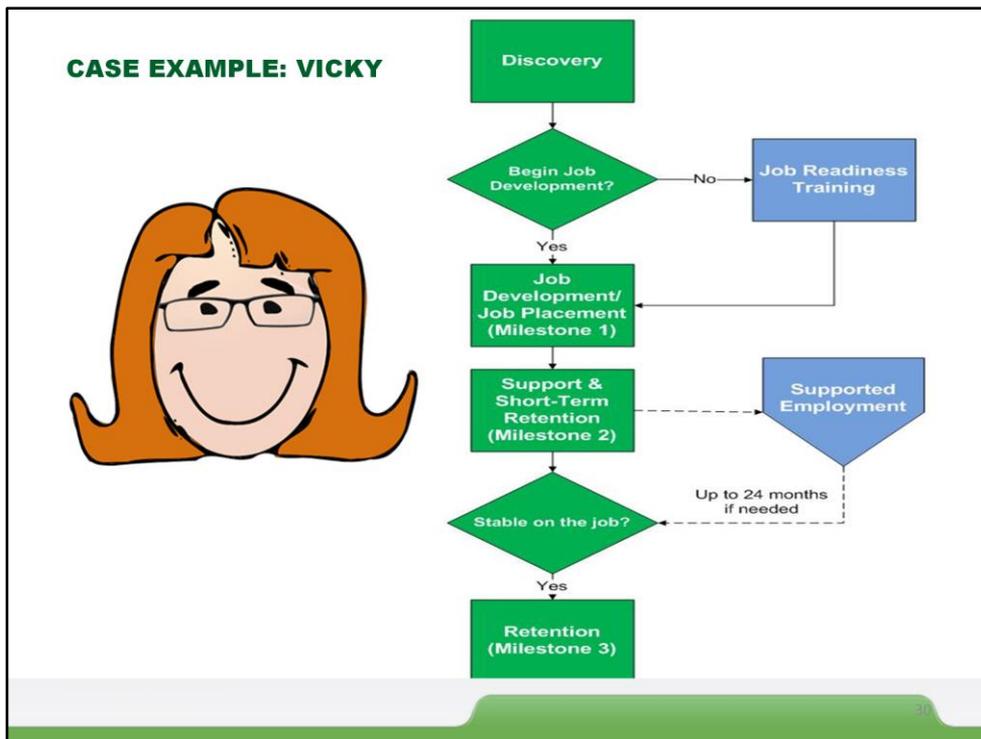


Note how the core process is the same for Serena as it was for Juan, but how other supports are available to meet her needs and better ensure a successful outcome. Now of course, we should have identified prior to job placement that Serena would require some assistive technology and hopefully we were able to ensure Serena had the appropriate AT in place day one on the job. But we should also follow up on how that support (AT) is working for Serena and address any other specific technology and support needs she has.

CASE EXAMPLE: MEET VICKY

- 20 year-old high school student
- Has IEP and is expected to exit with certificate of completion next year
- Lives with grandmother
- Loves animals, helping others, being social; independent with ADL's
- Performs some housekeeping tasks – dishes, folding laundry, using microwave
- Some issues with personal space and being too talkative at inappropriate times
- 2nd grade reading level; learns by watching and doing; works best with 2 or 3 step instructions
- No formal work history; volunteer work at soup kitchen
- Has Down's syndrome and diabetes; otherwise in good health
- Participates in Special Olympics
- Needs to identify a means of transportation



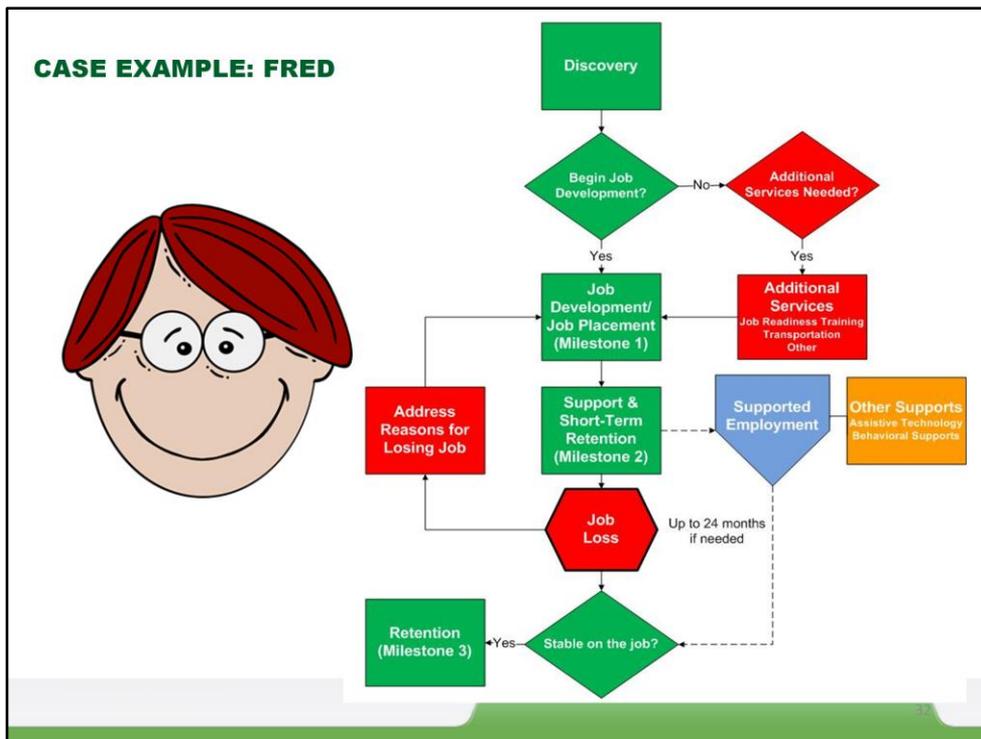


Now we are getting to case examples where more intensive supports are needed. But, note again how the core steps – the green on the screen here – remain. The flexibility and individualization under the new system comes from the ability to fund additional services and supports outside of that core process. It is also important that we stop and ask some questions before automatically moving on to the next step. So after discovery is completed and we've identified the vocational goal and nature and scope of services needed to reach the goal, we need to be asking 'is the consumer ready to begin job development?' In many cases and for many consumers, the answer will likely be 'yes,' For Vicky, the answer was 'no,' because we needed to address the identified behavioral issue regarding Vicky's lack of understanding on appropriate personal space (Vicky is the bear hugger we talked about during training).

CASE EXAMPLE: MEET FRED

- 41 year-old man with developmental disability and OCD; IQ=53
- Lives in a group home and works at a sheltered workshop
- Some family support, though they are not supportive of employment goals
- Fred is very productive at the workshop
- Minimal work history – stocking, and assembling pizza boxes
- Work attempts unsuccessful in the past, however his condition is better controlled/more stable now
- Quiet; uncomfortable around new people
- Experiences significant anxiety with any disruption in routine
- Talks to himself; sometimes using inappropriate language
- Fascinated with plants; takes care of gardens at group home
- Limited reading skills; needs instructions one step at a time
- Once he learns a task, he performs it perfectly each time
- Dependent on group home for transportation; needs job within 5 miles from home





While Fred has a lot happening here, can you still see the core process? And can you see how additional services and supports are provided outside of that core? For instance, we identified that after discovery Fred was not yet ready to move forward with job development. We needed to address some specific issues first and did so through transportation (bus) training. We also determined that Fred needed job readiness training to address some specific behavioral issues.

Also, can you see how Fred didn't necessary move through the system in a linear process? He had a job loss and had to back up to job development – but the system is more flexible and allows for that. This is not appropriate in every situation, but there is flexibility to repeat milestone payments if that is the best course of action for the consumer. In Fred's case it was appropriate because the job development process was pretty intensive for Fred and substantial effort was expected to be required to place Fred in a new position.



WHAT DID WE LEARN FROM REVIEW OF CASE EXAMPLES?

1. The system is flexible, individualized, and buildable
2. The core steps are the same for all:
 - Discovery
 - Ready to begin job development?
 - Job Development and Placement – Milestone 1
 - Support and Short-Term Retention – Milestone 2
 - Stable on the job?
 - Retention – Milestone 3
3. The system is designed to be responsive to all, including individual's:
 - who need intensive discovery as well as those with minimal discovery needs
 - who need intensive support needs as well as those with minimal support needs
 - who do not move through the system in a linear process

DISCOVERY CASE ACTIVITY – BOB AND MARVIN

Review each case study and begin completing the Discovery Profile with the information you have so far.

- Overview of Discovery Profile (handout)
 - Remember that the purpose of Discovery is to gain insight into skills, interests, personality traits, preferences, ideal conditions of employment and other information that assists with development of an appropriate vocational goal, and the nature and scope of services needed to achieve the goal.
1. **Based on the information provided, what else do you want to know about this person to continue the discovery process?**
 2. **What specific activities and tasks can be proposed to gain the additional information, and why would you choose those activities?**



OVERVIEW OF CHANGES - LOGISTICS

Review of key revisions and logistics

- Rates
- Workflow
- Documentation Requirements
- Expectations
- Transition of cases from RBF to the new system
- Where to find more information





RATES

Discovery

- Activities and costs will vary based on individual need
- Funded primarily at hourly rate of \$42, with exception of work experience which is funded at a weekly rate based on number of hours worked.

Placement/Support/Retention Milestones

- Milestone 1 Job Development and Placement (1 calendar Week) = \$1300
- Milestone 2 Support and Short-Term Retention (4 calendar Weeks) = \$1500
- Milestone 3 Retention (90 days post stabilization) = \$1300
- Total Milestone payments = \$4100**

Supported Employment Services

- Monthly rate based on number of SE hours provided (see next slide)

RATES

36



RATES CONTINUED

The Rates for Supported Employment Services are as follows:



If >30 hours of SE services per month are needed, additional hours will be funded at the hourly rate of \$42/hour.

37

Here are the rates for supported employment services. Note that the payments are based on the number of hours of support provided each month. This can include on-site and/or off-site supports. As the hours of support decrease, the consumer is gaining independence and fading is occurring. This monthly level funding structure allows for a natural identification of fading. Some consumers may not ever get down to the lowest level here – 1-5 hours and that’s ok, while others will reach this level or even 100% independence and not require any extended services.

This SE level funding covers up to 30 hours of monthly support at the highest level. There could be occasions where a consumer needs more than 30 hours of support for a month or two. In those cases, hours beyond the 30 hours may be funded at the hourly rate of \$42.

WORKFLOW

- 1 Start with Discovery; discovery is necessary for all individuals (SE or non-SE) though specific activities and scope and duration of activities will vary based on individual need;
- 2 Determination as to whether the individual is ready to begin job development;
YES → Begin job development
NO → What additional discovery is necessary before job development begins?
- 3 Begin job development under the new milestone structure;
- 4 Obtain employment in line with Individualized Plan for Employment (IPE) goal; if employment is not obtained identify whether there are additional job readiness training activities necessary and/or consider modifications to employment goal or strategies to achieving goal;
- 5 Milestone 1, Job Development and Placement (1 calendar Week of Employment) is achieved;

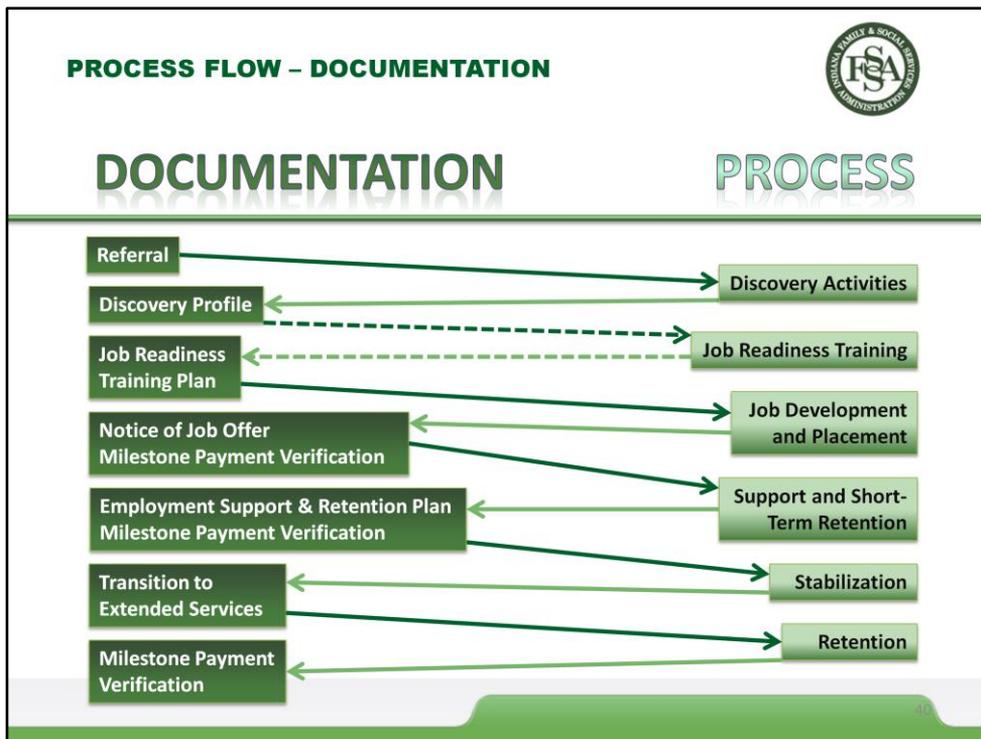


This workflow represents the typical flow, however we recognize there are always outliers and that not every consumer will move through the process in a linear manner.

WORKFLOW CONTINUED

- 6 Milestone 2, Support and Short-Term Retention (4 calendar Weeks of Employment) is achieved;
- 7 'Employment Support and Retention Plan' is developed during the first 4 weeks of employment;
- 8 Necessary supports are provided, including Supported Employment services for individuals with MSD.
- 9 'Employment Support and Retention Plan' is reviewed/revise as necessary, (at least quarterly);
- 10 Stabilization is achieved (the point in time where the consumer has reached his/her highest level of independence on the job);
- 11 Milestone 3, Retention is achieved (individual has maintained employment for at least 90 days after reaching stabilization).





This slide provides a visual of the process flow along with documentation requirements at each step of the process. The process on the right should look very familiar by now – Discovery, job readiness training for those consumers who need this (note – job readiness training is not a core step in the process but is included on this slide for purposes of showing the documentation required), job development and placement, support and short-term retention, achievement of stabilization, and finally retention.

It all starts with a referral from VR – the employment services referral form has been updated but still a very similar form to what we are used to.

The discovery profile is used to document all of the info learned through discovery activities and should be completed and submitted when discovery is ending and job development is ready to begin. The discovery profile is a ‘living’ document. So, if discovery is going to go on for awhile - 2 months or more, then the discovery profile should be completed as discovery activities and completed and submitted as it’s completed monthly to provide back-up for monthly billing. Then a fully completed profile must be submitted at the end of the discovery process when a vocational goal is ready to be recommended.

If the consumer is receiving job readiness training – the job readiness training plan is required.

Once we begin job development but there is not yet a job offer yet, monthly communication is required from the provider to VR (email, progress note, phone call, etc.). Once a job is offered, the Notice of Job offer will continue to be provided to VR. After the completion of 1 calendar week on the job, the milestone payment verification form can also be submitted for payment of milestone 1.

For the support step, the employment support and retention plan should be developed and submitted by the completion of 4 calendar weeks on the job. The milestone payment verification form can also be submitted at this time for payment of milestone 2. Remember, that for individuals who are receiving a longer duration of supports – the employment support and retention plan must be updated at least quarterly up until the point in time that stabilization occurs.

Once stabilization is achieved, the transfer to extended services form should be completed and the transition to extended services process (for those who need extended services) should occur.

90 days after stabilization, we reach the last step in the process – retention. At this time, the milestone payment verification can again be submitted for payment of milestone 3.



REVIEW OF FORMS – NEW FORMS

Discovery Profile

- Documents information learned through Discovery activities, vocational recommendation, strategies, expectations, and responsibilities
- Living document submitted monthly during discovery with completed profile submitted upon completion of Discovery process

Employment Support and Retention Plan

- Documents specific supports needed in order for consumer to achieve stabilization, should demonstrate fading and progress toward independence
- Submitted by the completion of 4 calendar weeks on the job
- Living document - updated at least quarterly, with monthly progress updates

Job Readiness Training Plan

- Outlines specific goals and training techniques for job readiness training
- Documents training progress and achievement of training goals



Forms are online at vrs.in.gov



DOCUMENTATION REQUIREMENTS

In addition to the 3 new forms, **Discovery Profile, Job Readiness Training Plan, and Employment Support and Retention Plan:**

- **Employment Services Referral, Notice of Job Offer (NOJO), and Transition to Extended Services** forms will continue to be utilized (appropriate updates have been made)
- RBF payment point verification and RBF documentation verification forms have been consolidated into one form (with appropriate updates), called **Milestone Payment Verification and Invoice** form
- CBE Referral and Documentation, Plan for Employment Supports (PES), Preliminary Employment Evaluation, and SEFA Stabilization Evaluation are discontinued forms and no longer required



42

All forms are online at vrs.in.gov

DOCUMENTATION REQUIREMENTS

PREVIOUS REQUIREMENTS

- CBE Referral and Documentation
- PES
- Preliminary Employment Evaluation
- SEFA Stabilization
- RBF Documentation Verification

NEW REQUIREMENTS

- Discovery Profile
- Employment Support and Retention Plan
- Job Readiness Training Plan

Referral Form
 Notice of Job Offer
 Milestone Payment Verification
 Transition to Extended Services

Here is a visual to compare documentation requirements from the previous to the new system. The forms on the far left will be discontinued and will no longer be required once the new model is implemented and all individuals have transitioned to the new model.

The forms on the far right are brand new forms that will be required beginning July 1.

The forms in the center – the overlap – are the forms that are currently being used and that will continue to be used under the new model. Appropriate revisions have been made to these forms, but they should look very familiar.

Old and being discontinued: PES, Preliminary Employment Eval, SEFA Stabilization Eval, RBF payment point verification, RBF documentation verification

Documents from old system that will continue to be used: Referral form, Notice of Job Offer, Transition to Extended Services

Brand new forms: Discovery profile, Employment support and retention plan, job readiness training plan, Milestone payment verification and invoice form

EXPECTATIONS

- System modifications are consumer-driven, and therefore decision making should also be consumer-driven
- A team approach to employment services is expected
 - Continue to strengthen and build relationships
- Critical thinking is needed to make decisions based on each individual consumers need
- To help with decision making, first and foremost consider what the consumer needs
- Thinking outside of the box is OK!





TRANSITION OF CASES TO NEW SYSTEM

- Cases in RBF who have achieved milestone 2 or greater → continue in RBF
 - For individuals needing intensive supports, the Employment Support and Retention Plan should begin to be utilized.
 - All 'Tier 1' RBF cases that have reached RBF milestone 2, but have not yet reached milestone 3 are required to have this plan completed. The preliminary evaluation and stabilization forms are not needed for those cases.
 - 'Tier 1' RBF cases who have already achieved Milestone 3 (and are stable) may progress to RBF Milestone 4 no sooner than 90 days after stabilization.
- All other cases → transition to new system
 - If milestone 1 is complete and sufficient discovery was performed, cases should be transferred to new milestone 1, job development and placement
 - If milestone 1 has not yet been completed, cancel milestone 1 authorization and initiate appropriate discovery activities.
- Authorizations for new services/rates may be written as of June 19 with a July 1 service start date

RESOURCES

- Employment services manual
- Forms
- Flow charts
- Training power point
- FAQ



All resources will be posted at www.vrs.in.gov

QUESTION & ANSWER





WRAP UP

- Questions may be sent to: VRProvider@fssa.in.gov.
- A written FAQ document will be compiled and posted online.
- You are encouraged to begin looking at your own cases and thinking about how the revised model will apply to those consumers.

Thank you for your time and attention!

